CAPPS Financials Service Requests (SRs) Report
Date of Report: 03/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
Accounts Payable		57
Accounts Receivable		1
Asset Management		15
Cash Receipts		13
Customer Contracts		2
ePro		11
General Ledger		38
Interfaces	Assigned	15
	Awaiting Customer	2
	In Work	7
	Pending Prod Approval	1
	System Test	1
Interfaces		26
Inventory		7
None	Assigned	3
	Awaiting Customer	1
	In Work	1
	System Test	1
None		6
Not Applicable		237
PeopleTools		4
Project Costing		9
Purchase Orders		28
Reports		41
Security		24
Strategic Sourcing		1
Supplier Contracts		1
Training		1
Travel and Expense	Acceptance Testing	1
	Assigned	2
	In Work	2
Travel and Expense		5
Workflow		6
Grand Total		533

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Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	17
Assessment	9
Assigned	293
Awaiting Customer	117
In Development	3
In Work	64
Pending Prod Approval	3
System Test	27
Grand Total	**533**

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	10
	Asset Management	1
	Cash Receipts	6
	Customer Contracts	1
	ePro	3
	General Ledger	11
	Interfaces	10
	Inventory	1
	None	3
	Not Applicable	60
	PeopleTools	2
	Project Costing	5
	Purchase Orders	4
	Reports	8
	Security	8
	Strategic Sourcing	1
	Supplier Contracts	1
	Travel and Expense	2
	Workflow	1
High		**138**
Medium		**258**
Low		**137**
Grand Total		**533**

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Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	4
Assessment	2
Assigned	72
Awaiting Customer	28
In Development	1
In Work	24
Pending Prod Approval	1
System Test	6
Grand Total	**138**

All SRs by Status

(Includes Closed, Completed after 02/01/21)

Status	Count of Status
Acceptance Testing	17
Assessment	9
Assigned	293
Awaiting Customer	117
Closed	15
Completed	423
Hold	14
In Development	3
In Work	64
Pending Prod Approval	3
System Test	27
Grand Total	**985**

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CAPPS Financials Trend Report – Service Requests

Feb. 2020 – Feb. 2021

Status	FEB 2020	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB 2021	Totals
Opened	483	387	359	295	366	515	430	565	512	366	319	311	329	**5237**
Closed	471	527	399	275	318	431	434	550	529	404	466	386	438	**5628**

Monthly trend for SR's opened and closed

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